

COUNCIL SUPPORT SPECIALIST

GRADE: 20

FLSA: EXEMPT

CHARACTERISTICS OF CLASS:

The Council Support Specialist performs professional and administrative work in supporting the Mayor and Council and the Department of the City Manager. The incumbent must be proactive with various persons within and outside the City government and exercise considerable tact, discretion and persuasion in obtaining desired results. Work is performed under general direction from the City Manager. The physical demands are limited and the working conditions are somewhat disagreeable due to the effort and stress involved.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Manages the timely response to service requests from the public through the Mayor and Councilmembers. Works with City Manager Department staff and Department heads to help resolve problems, and follows up with citizens and/or Councilmembers. Informs Mayor and Council on the status of information requests as required.
- Coordinates Citizen Service Requests (CSR's) received by Mayor and Councilmembers, via the Internet, the CSR webform, CSR e-mail, walk-ins, or directly through the dedicated CSR phone line. Provides weekly reports on the

status of all outstanding CSR's, and quarterly reports with analysis on customer feedback and trends.

- Direct individuals who contact the City for assistance with routine service requests to the appropriate department, and follow-up to make sure that initial contact is made.
- Supports the City Manager's Department on projects, including research and investigation into specific issues and concerns, as well as into City operations, systems, processes, budgets, regulations and laws. Coordinates and collects information and data from multiple departments and divisions within the City government for inclusion in memoranda to the City Manager and Mayor and Council and written responses to constituents.
- Serves on Citywide committees, as the representative of the Department of the City Manager's office.
- Manages and coordinates a timely response to Maryland Public Information Act ("MPIA") requests.
- Co-chairs the City's Customer Service Action Team ("CSAT"). Identifies customer service issues that need addressing within the organization; works with CSAT and internal staff teams to improve customer service. Conducts Customer Service Training. Represents CSAT on the High Performing Organization (HPO) Steering Committee.
- Manages the biennial Citizen Survey to track and improve performance, including, contract management, survey design, survey reporting and analysis, and working with City departments on responding to the Survey results.
- Develops and maintains close working relationships with department heads, division heads, supervisors, and line staff Works with the Neighborhood Resources Office and the Public Information Office to monitor the pulse of the community through reading of weblogs, list-serves and the local and national press and informs the City Manager and Assistant City Manager when issues become elevated or controversial.
- Serves as a liaison with outside organizations such as Montgomery County Public Schools, Montgomery County government agencies, the State of Maryland, Pepco, and Verizon, to assist residents in getting connected with organizations that can solve problems outside of Rockville's jurisdiction.
- Supports the development of the Management Systems and Intergovernmental Affairs cost center budget. Monitors Montgomery County Council agenda and identifies terms that may have an impact on Rockville.
- Coordinates the Mayor and Council Candidate Orientation program in collaboration with the City Manager's Office and the City Clerk's Office.
- Provides a presence for Mayor and Council at drop-in to facilitate a positive interaction between citizens and the members and provides follow-up as requested.
- Prepares correspondence on behalf of Mayor and Councilmembers as needed.
- Maintains confidentiality of the office at all times.
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Graduation from an accredited college or university with a Bachelor's degree in Political Science, Public or Business Administration or closely related field and two years' experience or a Master's degree and some experience in a setting that would provide the preferred knowledge, skills and abilities. Must be able to demonstrate skills and experience in accessing, analyzing and solving complex customer service issues. Must possess a driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

- Knowledge of research methods and techniques.
- Knowledge of the principles and practices of public administration.
- Knowledge of contract management
- Knowledge of conflict resolution and consensus building
- Skill in the use of Microsoft office including Word, Excel and PowerPoint.
- Ability to obtain knowledge of local government organization and administration.
- Ability to organize and manage large amounts of information.
- Ability to communicate effectively orally and in writing.
- Ability to establish and maintain effective working relationships with public officials, employees and the general public.
- Ability to be sensitive to difficult political issues, and to deal with them in an appropriate manner.
- Ability to carry out brief general instructions effectively and with dispatch.
- Ability to analyze administrative problems, to make sound recommendations as to their solution, and to prepare working procedures.